



**SPU Solid Waste Advisory Committee (SWAC)**

April 6, 2016 Meeting Notes  
 Seattle Municipal Tower, 700 Fifth Avenue  
 Room 4901  
 5:30 pm – 7:30 pm  
*Chair: Chris Toman*  
*Vice-Chair: Ben Grace*

<b>Committee Members &amp; CAC Staff</b>	<b>Present?</b>	<b>SPU Staff &amp; Guests</b>	<b>Role</b>
Quinn Apuzzo	Y	Tim Croll	Director, Solid Waste Planning and Program Division
David Della	Y	Emily Newcomer	Guest
Anna Dyer	Y		
Ben Grace	Y		
Holly Griffith	Y		
Katie Kennedy	Y		
Jamie Lee	Y		
Heather Levy	Y		
Rodney Proctor	N		
Joseph Ringold	Y		
Emily Rothenberg	Y		
Chris Toman	Y		
<b>CAC Staff</b>			
Linda Rogers, Interim CAC Program Support	Y		
Sego Jackson, Policy Liaison	N		
Sheryl Shapiro, Program Manager	Y		

**ACTION ITEMS :**

- ✓ Ben Grace, Jamie Lee, Anna Dyer, Joseph Ringold Field Trip Committee (Ben Grace, Jamie Lee, Anna Dyer, Joseph Ringold) will send Doodle Poll to determine what priorities are for field trips, and when
- ✓ Tim Croll will find out what SPU has learned as to why 52 multi-family sites were not setting out food waste bins

- ✓ Follow-up on space limitation exemptions to see if there have been changes, and if so, what they look like.
- ✓ Katie to email information to Anna about flame retardants in mattresses
- ✓ Emily R. will send a query to members for input into a presentation she is preparing for an international recycling conference in Cuba.

**Regular Business – call to order at 5:35 PM**

- Welcome and introduced Emily Rothenberg, first meeting as new member.
- Meeting notes from March are approved.
- Welcome and thanks to Linda Rogers who will act as Interim CAC Support at meetings until we have a hired a new, regular employee

## 1. Food Waste Campaign & Outreach Plan – Briefing (Tim Croll, SW Planning & Program Division Director)

- Presented briefing on SPU Food Waste Outreach Campaign as of first quarter, 2016. Key items included:
  - **Direct mail**
    - Annual customer calendar and program information mailed to all residents, apartments and businesses
    - Bill insert article on food waste 9-?@ *Your Service*) for March/April SPU bills
  - **Media plan**
    - Drafted media plan for May/June media buys
    - Includes targeted internet, cable TV and radio buys and ethnic print media
  - **Multi-family assistance**
    - New customer database underway, to be populated to target and track on-site assistance
    - 1 training completed for on-site stewards (Friends of Recycling and Composting)
    - Completed new staff training for on-site assistance with new Best Management Practices (BMPs) and audit templates
    - 170 properties requested educational materials and signage and received 20,000 individual collateral pieces
    - Completed 5 site visits and 505 customers were assisted by phone/email
  - **Multifamily compliance**
    - Followed up on 52 sites that were not routinely setting out food waste curb carts
    - Additional sites tagged for recycling or food waste violations
  - **Multifamily input**
    - Completed multifamily resident survey plan and questions
  - **Commercial assistance**
    - SPU completed 60+ site visits and 40+ phone/email assistance
    - SPU Green Business completed additional visits
    - SPU Compliance tagged sites for recycling or food waste violations
  - **Commercial event outreach and support**
    - Monthly City-wide special events committee
    - Northwest Food Service Show
    - Go Green business event
    - Restaurant Afterhours outreach event
    - OED Restaurant Roadshow outreach event
    - Goal for 2016: Visit 270 largest multi-family properties
- **What's next –**
  - **Direct mail**
    - *Curb Waste and Conserve* mailed to all single family and multifamily households in April
    - Finalize new food waste welcome packet for new single family and multi-family residents; contacting people new to the SPU services
    - Bill insert in @ *Your Service* articles May/June



- We report on space exemptions. We don't have a field in our form specifically for this; that information would be in the comments section. We know that 96% of buildings have recycling; 4% have exemptions due to space limitations, about 200 multifamily buildings. Need to look at again to see if things have changed.
- How are the property owners reacting on this outreach?
  - Goal for 270 site visits with 100 units or bigger.
- What does a site visit entail?
  - Talking to a responsible person to determine why they are not participating in the food waste program. We would like to get in and see how they are set up inside the building to determine if food waste is on an equal footing compared to recycling or garbage. Expecting that multi-family will be giving good return on SPU's investment.
- **Multi-family input**
  - Complete resident survey in next quarter
  - Capture input on food waste barriers and have opportunities from field experts
  - Proposed new site requirements in June; will be parallel to waste stream as compost
- **Commercial outreach and assistance**
  - Welcome packet will be distributed for new businesses during 2<sup>nd</sup> quarter
  - Capture input on food waste barriers on opportunities from field experts (same as above?)
  - Targeted outreach underway – based on 7 City Council Districts in coordination with the Green Business Outreach Plan and contractor team approach
  - Tilth staff provide event inspections and site visits to food trucks
  - We are continuing tagging for recycling or food waste violations

## 2. Quarterly Tonnage Update & Metrics Overview – Briefing (Tim Croll, Solid Waste Planning & Program Division Director)

- **Tonnage Update**
- Tim presented statistics for 2007 through 2015 actuals. Key items of note were:
  - Big picture 2015-2014: tons to landfill are down; is 1/3 less than 2007.
  - Comparison bounces around month to month – a little too soon to tell how 2016 is doing.
    - A member asked about the projected increase in population growth and density, are we expecting disposal tonnage to grow in the next couple years?
      - Seeing massive effect in recycling and long-term diversion program
      - Had slight growth in garbage 2011 to 2012; other years have been down each year
      - Overall, previously no or not much disposal tonnage growth

- **Solid Waste Metrics Overview**
  - Reviewed **SW Performance Measures** 4<sup>th</sup> quarter, 2015.
    - **Collection Services:** missed pickups per 1,000 stops, late cart delivery, curbside misses, dumpster misses
    - **Contact Center** – Solid Waste Queue :New- first call resolution (no repeat call within 6 months); average wait time in seconds, New- calls answered for Solid Waste
    - **Solid Waste Compliance** – inspection orders completed on time, inspections per day, multifamily garbage containing recycle or foodwaste first visit, second visit; commercial garbage containing recycle or foodwaste first visit, second visit
    - **Transfer and Disposal** – average turnaround time for CleanScapes/Waste Management, and self-haul at South Transfer Station; stations customer satisfaction; Household Hazardous Waste customer satisfaction; satisfactory inspection reports, \* **refer to handout**
    - **Clean Neighborhoods-** Illegal dumping requests closed w/in 10 business days: this is the time to have process work order for Dept. of correction crews to pick up; **handout**
      - One Member asked: How long does it take to clean up dumping?  
**Answer:** We hope to have numbers reduced by May, to < or = 10 days. We are adding more resources into this program
  - **Less-frequent measures** – only refreshed once a year or less
    - **Waste Reduction** - % Single family households that grasscycle; handout
    - **Recycling- New-** residential diversion, commercial diversion, self-haul diversion, citywide diversion  
**Collection services-** Satisfaction with residential waste pickup services and commercial garbage services
  - **Clean Neighborhoods-**
    - % Residents that believe litter is a major problem, % Commercial/multifamily accounts believe litter is a major problem, %Residents believe graffiti is a major problem, % Commercial/multifamily accounts believe graffiti is a major problem
  - **Discussion and questions**
    - How often are residents surveyed?
      - Every 3-4 years. About same frequency as we study waste streams.
    - Seattle University did a survey that determined that illegal dumping and encampments were neighborhood residents' top concerns
    - Demographic cross tabs could be done.
    - How many people are surveyed?
      - Typically about 500. Below that is considered not a good sample. We survey both by phone and internet.
    - Annual recycling rate : Get many of the numbers from private and recycler reports
  - Further discussion and questions regarding overall presentation:
    - Garbage tonnage is paid by the ton; contractors report on total residential rate

- Commercial recycling is difficult as collection is done by private recycling businesses. Have to get reports, staff often has to phone other businesses to get reports in.
- How do the large operators outside of the City contractors (e.g. UW) fit into the numbers?
  - The Transfer Stations have reports on Self-haulers.
- For garbage, how do we factor what's residential and what's commercial? – Recycling easy to differentiate as it's a separate stream
- Do you expect solid waste to climb along with the area's population growth?
  - It's interesting that with all the population growth, 2014 and 2015 solid waste tonnage trend is stable.

### **3. Illegal Dumping Update: Tim Croll, Solid Waste Planning & Program Division Director**

- What is going on with encampments?
  - City recognizing some as authorized and providing garbage service
  - Many encampments that do not have service generate a lot of trash
- Mayor Murray directed SPU to have 4 pilot encampment sites for solid waste service
  - No dumpsters; could have carts or Clear Alley Program or pre-paid bags
  - Rejected option of dumpsters as they could possibly encourage illegal dumping
  - We are distributing pre-paid bags. City is paying for bags; pilot started Monday 4/4 . Instructions given for bags to be placed at designated collection points, for daily pick up.
  - Asking residents to use bags; a local organization, REACH is talking to residents about their needs
    - Are there concerns about vermin?
    - Picked up daily, not an issue.
  - \$10K dollar amount allocated for the pilot; the program will run until this funding runs out.
  - Sharps containers are getting filled up rapidly
    - Are there parameters for determining success? How is this determined? These have not yet been identified.
  - Recommendation: consider an incentive for one person (long term) to be point person for ensuring bags are taken to applicable site.
  - How many bags get dropped out? How many bags did we get? Is the cost only for bag or does it include pickup?
    - Includes pick up
    - Will there be pick up new bags every week? Depends on need. Depends on bags going out vs bags coming in.
  - Specific sharps containers provide greater protection for workers – less interaction with needles

**4. North Transfer Station Update: Tim Croll, Solid Waste Planning & Program Division Director**

- Substantial completion date in June; opening date for customers August 15<sup>th</sup>
- Will there an equivalent collection site to the South Station of self-haul and yard waste? Mixed organics?
  - Yes.
- Question: If a bike waste hauler were to come in would they be accepted?
  - Answer: Probably

**5. Report Back on Washington Recycles Every Day (WRED) Event: Carpet & Mattresses: Katie Kennedy, SWAC member and Emily Newcomer, UW**

- Attended WRED (WA Recycles Every Day) in Tacoma 2 weeks ago, sponsored by WA State Recycling Association
- Visited new carpet recycling facility
- Overview of the 3/24 WSRA WRED event on carpet and mattress recycling was shared.
- Highlights of the event included a tour of Carpet Processing & Recycling in Tacoma, review of mattress product stewardship legislation from other states (most notably CT and CA), and a tour of Spring Back mattress recycling (part of the NW Furniture Bank program).
- Carpet Processing & Recycling in Tacoma started running their machinery in January but at the time of the WRED event hadn't fully opened its doors to the public for processing. Once they do, he will probably be at capacity given the high demand for carpet recycling in the area.
- Terry Gillis, President/Owner has been working on the technology for his facility for several years and has developed a process which yields a higher amount of the fiber for recycling.
- Carpet is a difficult material to separate into its component parts, a necessary step for recycling. When oil and plastic prices were higher, the face fiber was carpet's most valuable component. The current low oil prices are hurting the carpet recycling industry.
- Terry is working for find a market for calcium carbonate, which is used as a filler in carpet backing.

**6. Field Trip Ideas & Planning: Chris Toman, SWAC Chair**

**Ideas discussed/suggested:**

- North Transfer Station late summer
- Brewery adding a digester (suggested previously by Sege Jackson , SWAC Liaison)
- SPU Call Center (suggested previously by Sege Jackson, SWAC Liaison)
- Multi-family housing tour of newer and older buildings; perhaps Yesler Terrace, a Seattle Housing Authority community; Anna to look into it. The group is interested in visiting a contrast of SHA buildings with those whose residents with higher income and younger population, such as newer ones in South Lake Union
- Construction and Demolition (C&D) field trip w/local recyclers
- Wiserg: small - on site commercial digestion-creates liquid fertilizer

- Strategic Materials, Glass processor on 1<sup>st</sup> Ave with Strategic Materials next to in SODO
- Who will take on putting together the field trips?  
Helpful to do trips in same area, could do a couple sites in one trip
  - Goal is to go on field trip within next 2 months
  - Ben will work with Jamie to see what they can organize
  - Work with Sego on Contacts. Figure out date on or before next SWAC meeting
- Plan dates
  - Doodle poll
  - Decide what want to see
  - Decide date
- Field trip committee : Ben, Jamie, Anna, Joseph volunteered to serve as field trip committee
- Possibly do field trip as part of June meeting

## 7. Around the table

### Comments on 3/30 All CAC meeting

- Nice hearing Ray Hoffman, SPU Director speak, especially his overview of SPU and about what he views as major priorities of Solid Waste LOB
- He discussed plans for fixing infrastructure (Drainage, wastewater, water) and how they intersect with Move Seattle Initiative passed by Seattle voters for SDOT work
- Enjoyed learning:
  - how SPU works with City as whole, City Council and Mayor;
  - decision-making and planning process for Major Capital Projects
  - Finance and strategic planning across different LOBs
  - How the Race and Social Justice Initiative (RSJ) was initiated, how implemented and put into place, future direction
- Sheryl gave out Binders of basic orientation information for members; reviewed contents
- Next all CAC meeting will be on May 25 and will focus on RSJ
- One comment from a member at the 3/30 meeting was a request to have a more detailed look at SPU's Asset Management process by walking through a specific LOB project example at our individual LOB Advisory Committee meetings
- Go Green Conference
- Sheryl distributed a list of public engagement events for consideration by SWAC for their participation
- Emily R. will be presenting at recycling 3<sup>rd</sup> International Recycling Conference in June in Havana. She will be sending a query to SWAC members to offer input into her presentation and questions she will pose

Adjourned 7:28 PM